

Notice of Allowability

Application No.

10/091,072

Examiner

Sanh D. Phu

Applicant(s)

MORAN ET AL.

Art Unit

2618

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to the Amendment filed on 7/10/2007.
2. ☒ The allowed claim(s) is/are 1,3-9 and 11-15.
3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some* c) ☐ None of the:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.

THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
- (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
- 1) ☐ hereto or 2) ☐ to Paper No./Mail Date _____.
- (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.
- Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. ☒ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. ☐ Information Disclosure Statements (PTO/SB/08),
Paper No./Mail Date _____
4. ☐ Examiner's Comment Regarding Requirement for Deposit
of Biological Material
5. ☐ Notice of Informal Patent Application
6. ☒ Interview Summary (PTO-413),
Paper No./Mail Date _____
7. ☒ Examiner's Amendment/Comment
8. ☒ Examiner's Statement of Reasons for Allowance
9. ☐ Other _____

DETAILED ACTION

1. This Office Action is responsive to the Response filed on 7/10/07.

Accordingly, claims 1, 3-9 and 11-20 are currently pending; and claims 2 and 10 are canceled.

EXAMINER'S AMENDMENT

2. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Mr. William Lee, applicant's representative, Mr. William Lee on 07/19/07.

The application has been amended as follows:

IN THE CLAIMS:

-Claims 16-20 are canceled.

REASONS FOR ALLOWANCE

3. Claims 1, 3-9 and 11-15 are allowed.

4. References 7062222 and 6799201 are additionally cited because they are pertinent to the claimed invention.

5. The following is an examiner's statement of reasons for allowance:

–Regarding independent claim 1, none of prior art of record teaches or suggests a method of automatically accessing a service provider on the basis of radio data service (RDS) information provided in a pre-specified template format and received as an encoded RDS signal which is carried in conjunction with the normal encoded audio radio signal from a radio frequency broadcast, said service provider being a contact centre which comprises a contact routing mechanism for receiving and routing incoming contacts, and a plurality of human operators to which said incoming contacts can be routed by said routing mechanism to enable said human operators to response to said contacts, said method comprising procedures of: (i) extracting said RDS information from a radio frequency broadcast on the basis of said pre-specified template format; (ii) creating a message on the basis of at least some of said RDS information; (iii) sending said message to the service provider; (iv) extracting said RDS information from the message at the service provider; and (v) routing the

message to one of the plurality of human contact centre operators on the basis of said RDS information.

—Regarding independent claim 14, none of prior art of record teaches or suggests a user terminal arranged to automatically access a service provider on the basis of radio data service (RDS) information provided in a pre-specified template format and received as an encoded RDS signal which is carried in conjunction with the normal encoded audio radio signal from a radio frequency broadcast said user terminal comprising: (i) an extracting device arranged to extract said RDS information from said radio frequency broadcast on the basis of said pre-specified template format; (ii) a processor arranged to create a message on the basis of at least some of said RDS information, whereby said RDS information allows the message to be routed by a routing mechanism of the contact centre to a suitable human operator within the contact centre, thereby enabling an operator to response to said message; (iii) an output arranged to send said message to the service provider.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should

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preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Conclusion


6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Sanh D. Phu whose telephone number is (571)272-7857. The examiner can normally be reached on M-Fr from 8:00-16:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Matthew D. Anderson can be reached on (571) 272-4177. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

SP

Sanh D. Phu
Patent Examiner
Division 2618

7/21/07


SANH D. PHU
PATENT EXAMINER